The Commonwealth of Massachusetts

MassHR
Delivering HR Services That Matter

ESC Service Charter Scorecard

May 29, 2016 – June 25, 2016

MassHR
EMPLOYEE SERVICE CENTER

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Service Delivery Overview
May 29, 2016 – June 25, 2016

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Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 54,660

Total calls received: 7,262

Average Call Wait Time: 00:45

Total email requests received: 771

Total FAX requests received: 152

Number of Transactions processed by ESC: 7,208

Total outbound contacts: 1024

Total tickets opened: 6,353

Total tickets closed within 3 days: 6,249

Total tickets remain open beyond 3 days: 104

% tickets remain open beyond 3 days: 1.64%

% of Employees served by the ESC: 11.62%

Staffing

Area	Staffing as of 6/25/2016	Staffing as of 5/28/2016
Customer Service/Intake	8	8
Customer Service/Research	3	3
Processing & Outreach	8	8
Analyst	1	1
Supervisor	3	3
Senior Staff	4	4
Total	27	27

Activities

o   There was a spike in Performance Issue Classifications due to Internet Explorer 8 Incompatibility with HR/CMS 9.2.

Source: ESC Avaya CMS & Footprints Reports, data from 5/29/2016 – 6/25/2016.
***Not**e: "% of Employees served contacting ESC" does not account for repeat contacts (i.e., one employee calling multiple times).

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SLA Targets and Actual Performance

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Metric	Target	Current Period Performance 5/29/16 – 06/25/16	Previous Period Performance 5/01/16 – 05/28/16	Trend
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	0:45 seconds	0:22 seconds	⬇
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	98.18%	99.65%	⬇
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	94.5% within 1 Day and 97.4% within 3 Days	93.3% within 1 Day and 96.3% within 3 Days	⬆
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	80% of customers rate overall satisfaction good to excellent	94% rated good to excellent (1.385% response rate)	86% rated good to excellent (1.133% response rate)	⬆
Percent of notification runs executed to completion: • All: Reminder Report Time • Employees: Unreported time - 1st & 2nd notice • Approvers: Unapproved reported time - 1st & 2nd notice • Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1st & 2nd notice • Failsafe outreach to Agy. HR/PY and signatories • Failsafe outreach to CTR and CHRO	95%	100%	100%	⬌
Secretariat ad hoc reports produced within established timeframes: • Simple*: 3 business days • Complex*: 7 business days	90%	N/A	100%	⬌
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	⬌

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Inbound Call Data

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SLA Metric	Target Level	Current Period 5/29/16 to 06/25/16	Previous Period 5/01/16 to 05/28/16	June 2015
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	0:45 seconds	0:22 seconds	0:51 seconds

Abandoned Calls

Calls Answered 88%

Abandoned Calls 12%
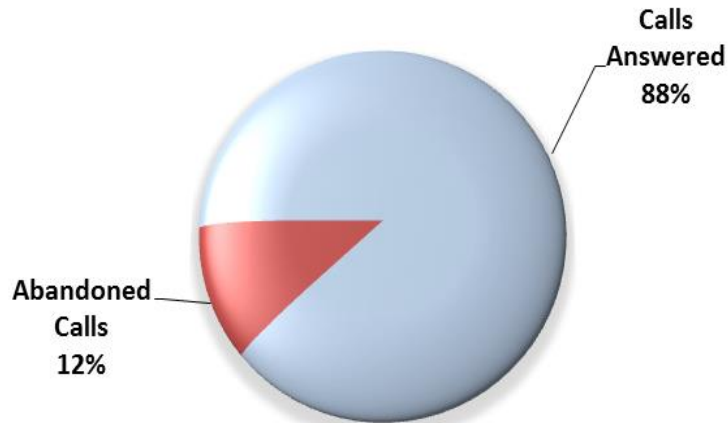
Total = 7,262 calls

Ticket Source

Walk-In, 0.02%

Email to HRD, 12.14%

Fax, 2.39%

Mail, 0.35%

Phone, 85.11%
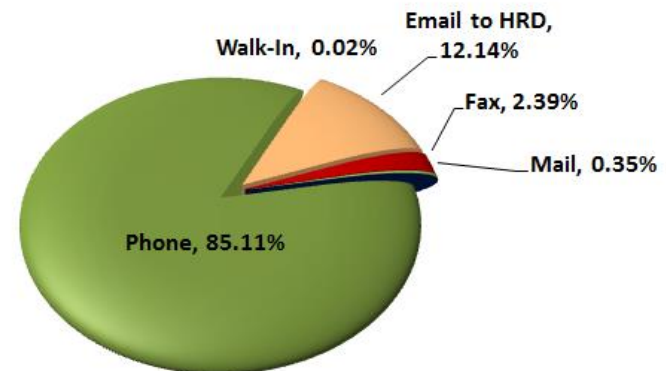
Total = 6,353 Tickets

Source: ESC Footprints & Avaya data from 5/29/2016 – 6/25/2016.
*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.

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Inbound Call Data

Wait Time, Call Volumes, & Abandonment Rates

	5/29 - 6/04	6/05 - 6/11	6/12 - 6/18	6/19 - 6/25
Wait Time	00:36	01:08	00:38	00:36
Average Call Abandon Time	01:20	01:28	01:26	01:13
Longest Wait Time	11:13	12:41	09:33	06:42
Average Call Time	04:14	04:11	04:02	04:09
Call Volume	1471	2339	1876	1576
Abandoned Calls	136	376	181	148
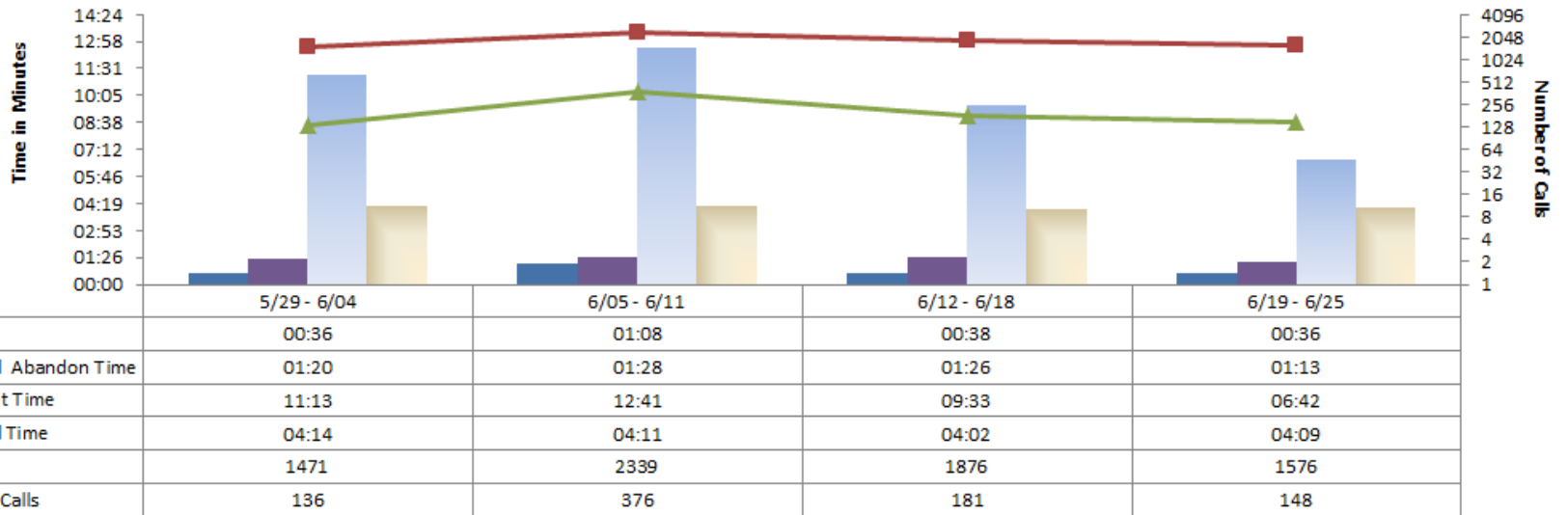
Source: ESC Avaya data from 5/29/2016 – 6/25/2016.

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Inbound Inquiries by Secretariat

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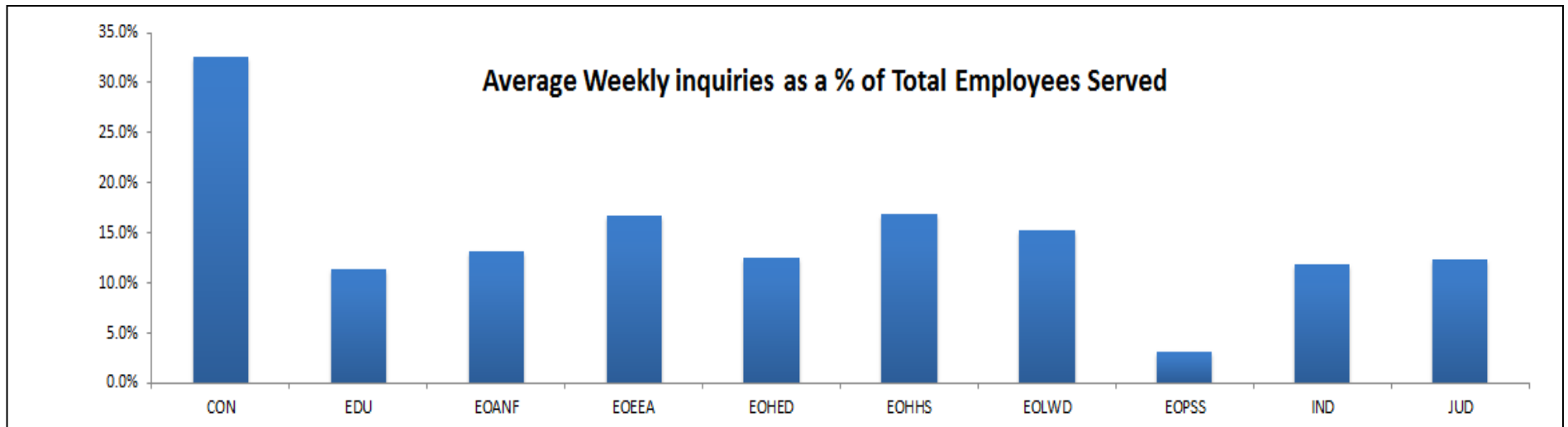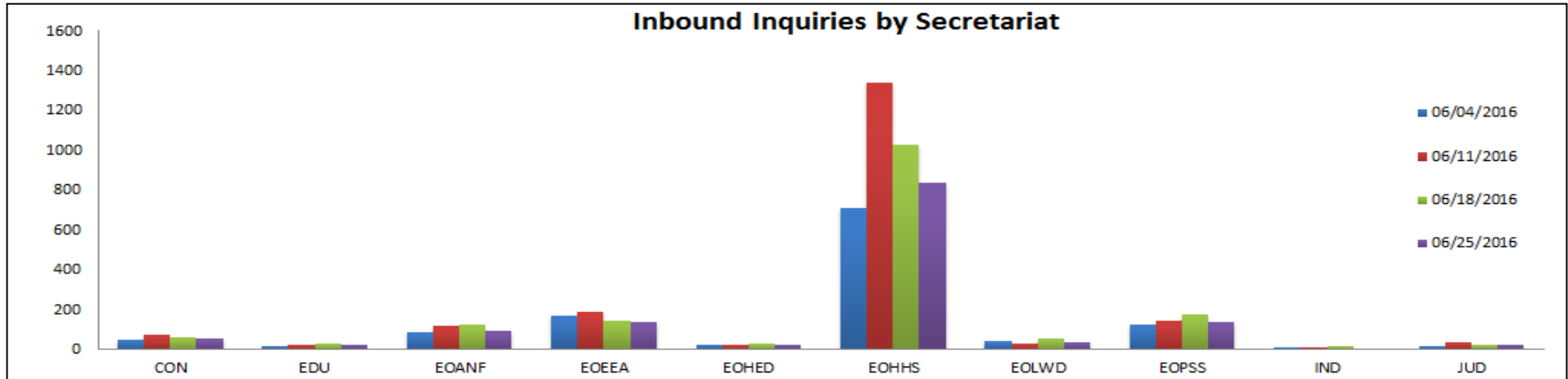
Source: ESC Footprints data from 5/29/2016 – 6/25/2016.

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Types of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)

- Time Entry — 1610
- Performance Issues — 235
- Employee Information — 182
- Training & Navigation — 163
- Direct Deposit — 151
- Security & Data Setup — 125

Source: ESC Footprints data from 5/29/2016 – 6/25/2016.

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ePay/eProfile Transactions

Total ePay/eProfile Inquiries

Total ePay/eProfile Updates
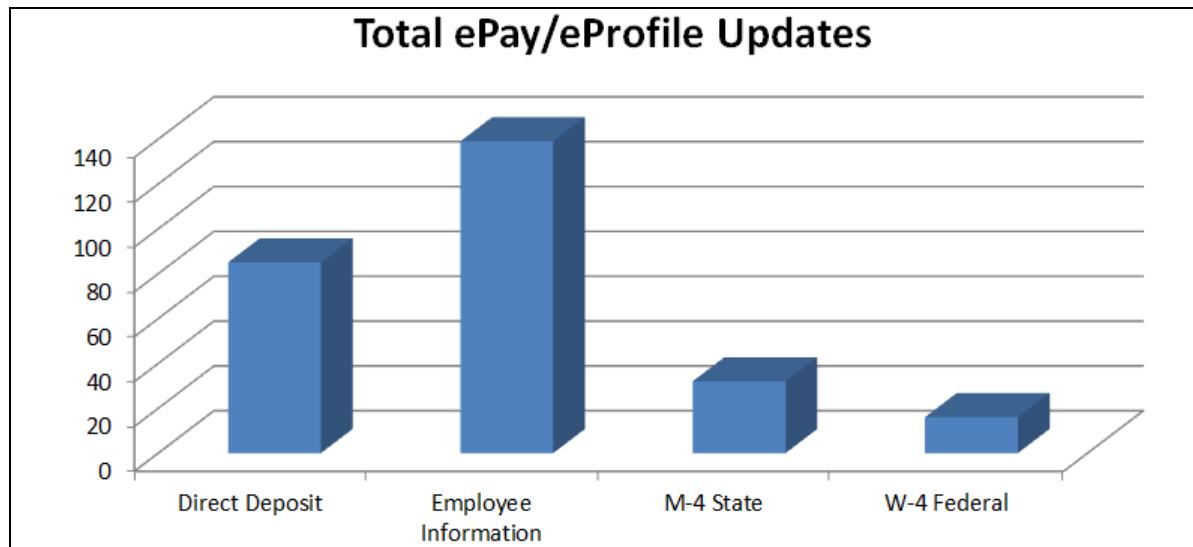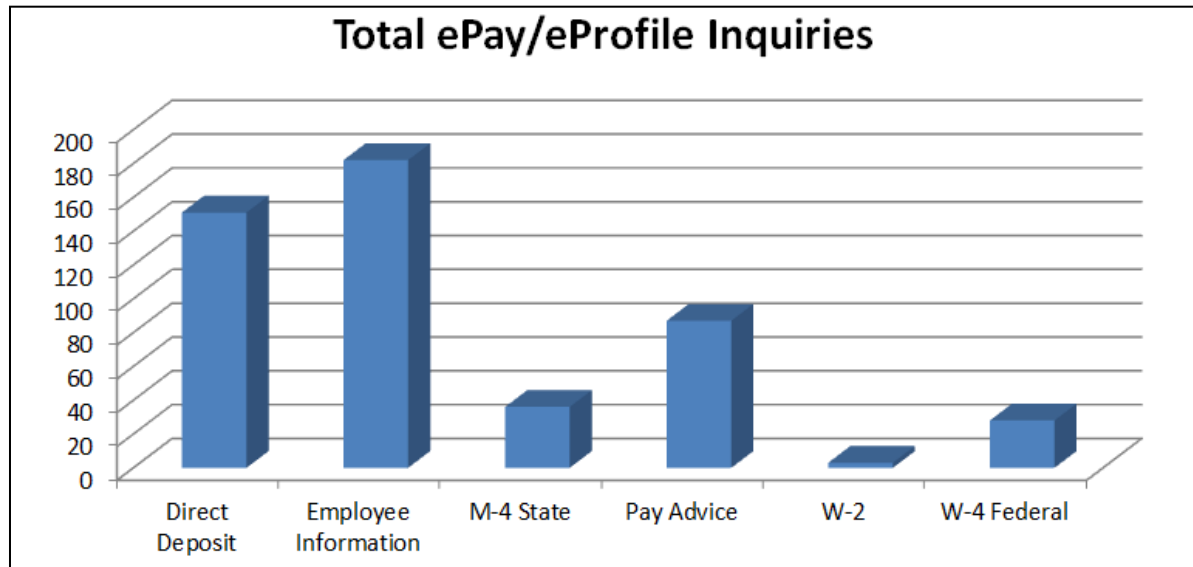
Source: ESC Footprints data from 5/29/2016 – 6/25/2016.

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ePay/eProfile Transactions by Secretariat

Source: ESC Footprints data from 5/29/2016 – 6/25/2016.

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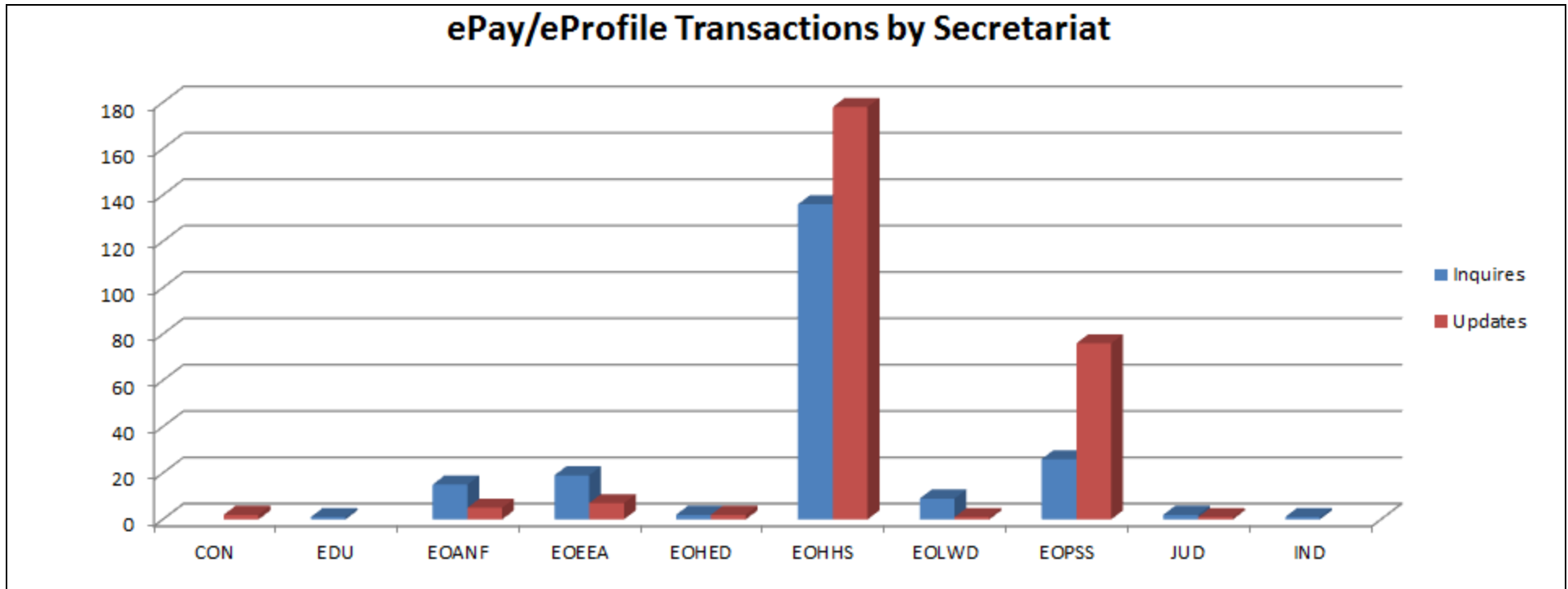
eServices Transactions

Source: ESC Footprints data from 5/29/2016 – 6/25/2016.

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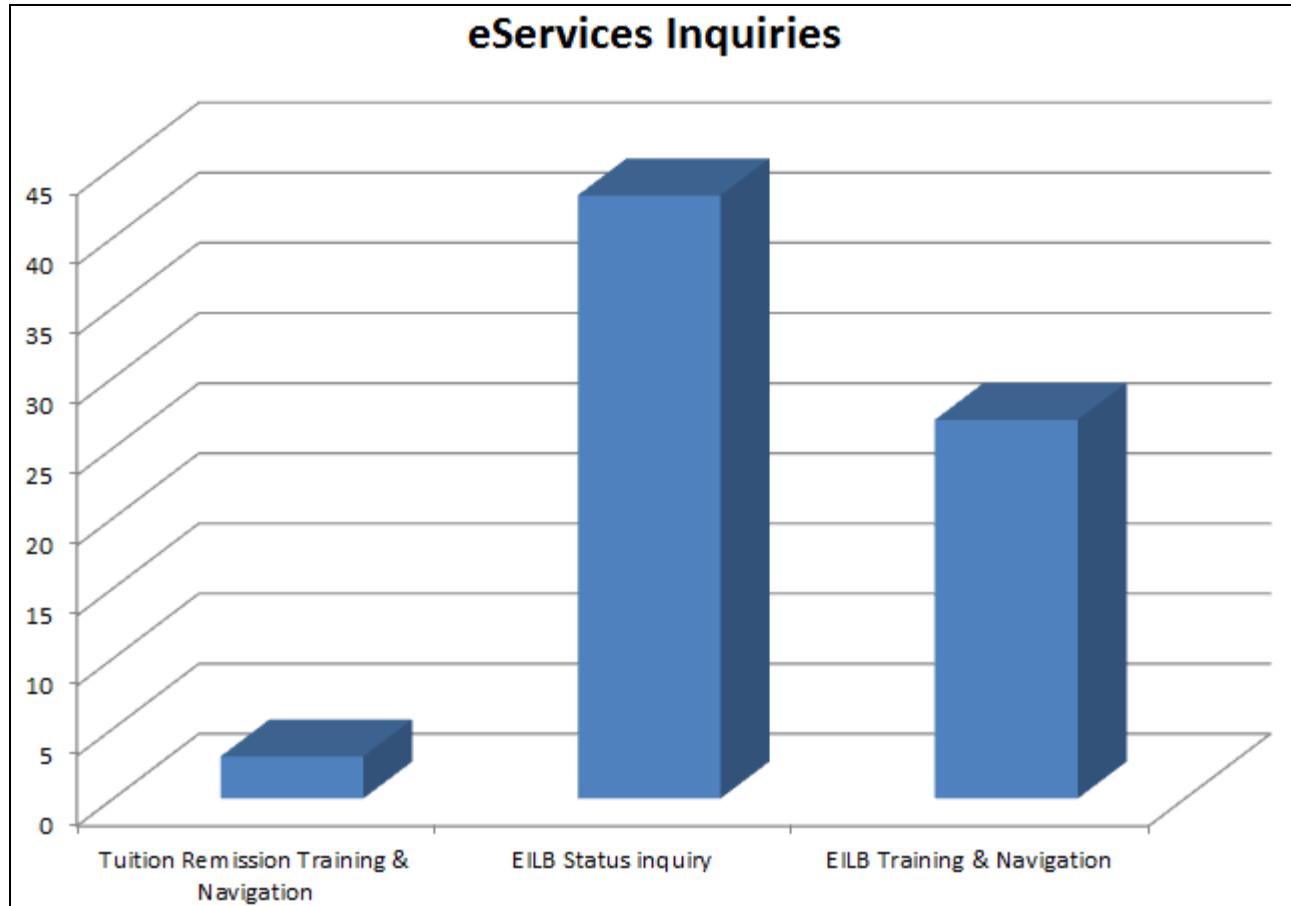
Direct Deposit-Prenote Outreach

Source: ESC data from 5/29/2016 – 6/25/2016.

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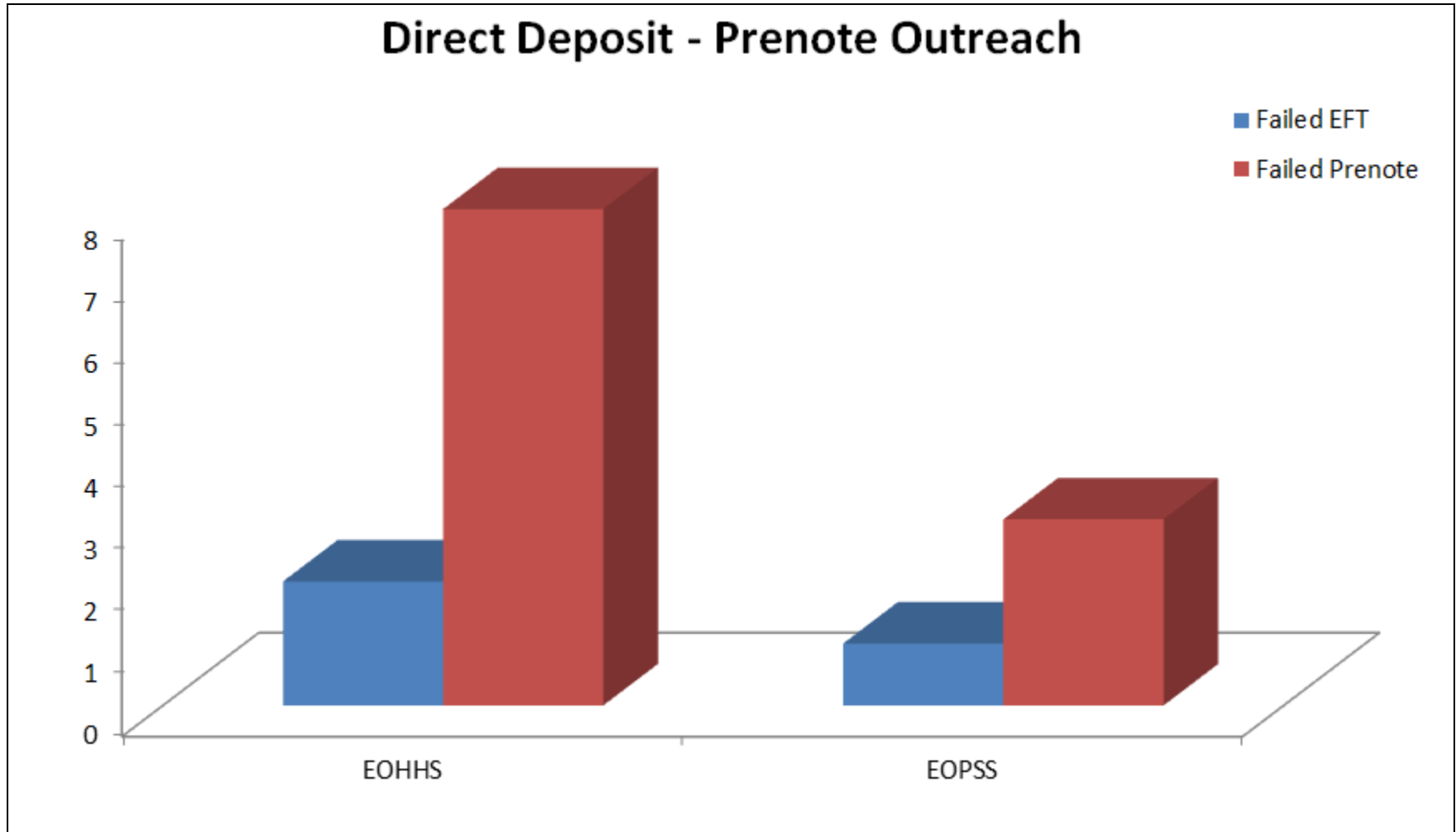
Case Resolution Time

SLA Metric	Target	Current Period 5/29/2016 – 6/25/2016	Previous Period 5/01/2016 – 5/28/2016	Previous Year June 2015
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	98.18%	99.65%	97.88%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	94.5% within 1 Day and 97.4% within 3 Days	93.3% within 1 Day and 96.3% within 3 Days	94.2% within 1 Day and 97.7% within 3 Days

Source: ESC Footprints data from 5/29/2016 – 6/25/2016.

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Customer Satisfaction Survey Results

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SLA Metric	Target	Current Period 5/29/2015 – 6/25/2015	Previous Period 5/01/2015 – 5/28/2015	June 2015
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	94% rated good to excellent (1.385% response rate)	86% rated good to excellent (1.133% response rate)	89% rated good to excellent (0.184% response rate)

How would you rate the quality of service you received from the Employee Service Center?
- Good, 5%
- Fair, 1%
- Poor, 5%
- Very Good, 11%
- Excellent, 78%

How likely would you be to recommend the Employee Service Center to a colleague?
- Would not recommend, 2%
- Unlikely to recommend, 4%
- Likely to recommend, 11%
- Very likely to recommend, 83%
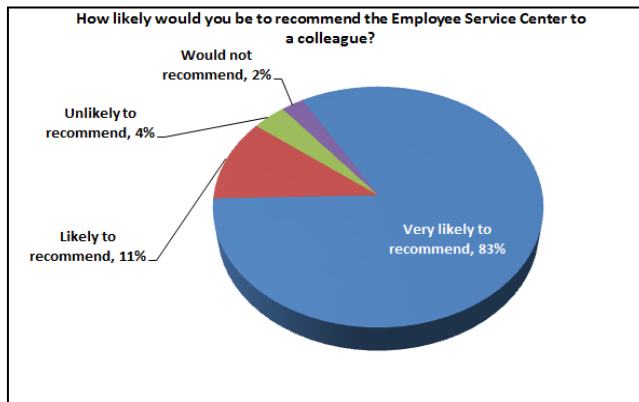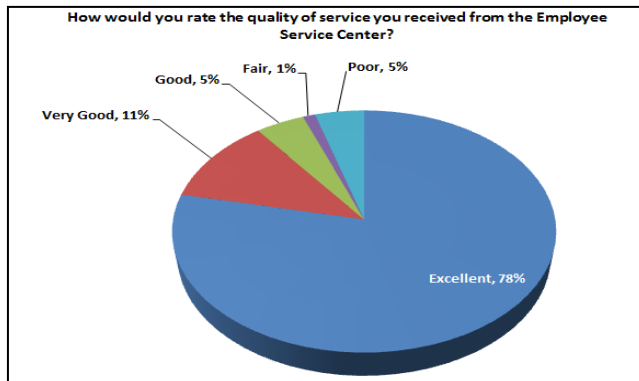
Selected Monthly Comments:

- Help line's phone number or email on the front page would be very nice.

- Issues were resolved during first contact. It was a very positive experience. The person handling my call was very polite, helpful and knowledgeable.

- The only possible thing I could comment on is the wait time to talk to someone. I waited about 5 minutes which I didn't think was too bad.

- I am fully satisfied with the services I received from all the employees/customer service.

Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 5/29/2016 – 6/25/2016.

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Outbound Contact Percentages

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SLA Metric	Target	Current Period 5/29/2016 – 06/25/2016	Previous Period 5/01/2016 – 05/28/2016
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	69.92%	86.21%

Top Exceptions - Pay Period 1

Top Exceptions - Pay Period 2

Source: ESC data from 5/29/2016 – 6/25/2016.

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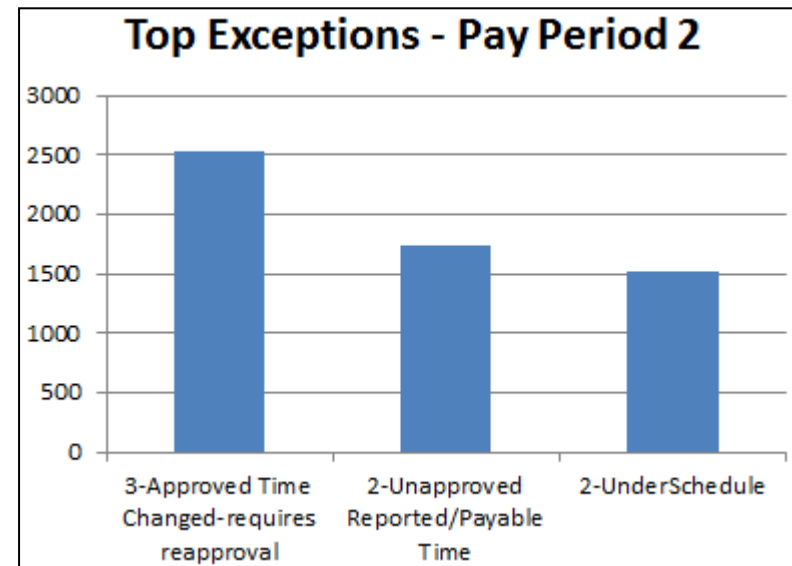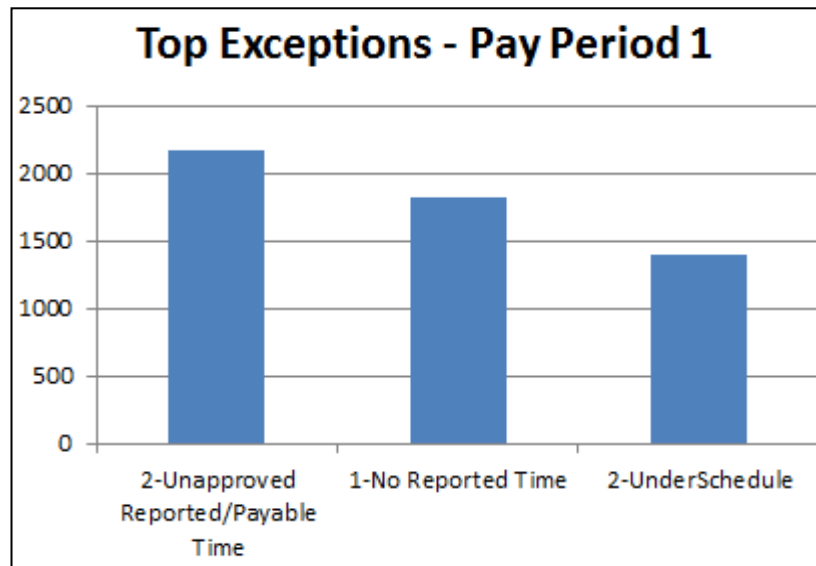
Outbound Exception Management Calls

Outbound calls are made on a weekly basis when employees and approvers miss the deadlines for time entry/time approval or when system generated exceptions appear on a timesheet.

EOHHS agencies continue to represent the largest volume of outbound calls from the ESC.

Average weekly calls as a % of Employees Served

Legend:
- % of Employees Served
- Average % of Time Approvers Served

Categories: CON, EDU, EOANF, EOEEA, EOHED, EOHHS, EOLWD, EOPSS, IND, JUD

	CON	EDU	EOANF	EOEEA	EOHED	EOHHS	EOLWD	EOPSS	IND	JUD
6/4/2016	10	1	102	46		217		1	1	83
6/11/2016			17	10		12		1		53
6/18/2016	1		7	5	2	210			7	
6/25/2016			16	24	2	179	4		7	6
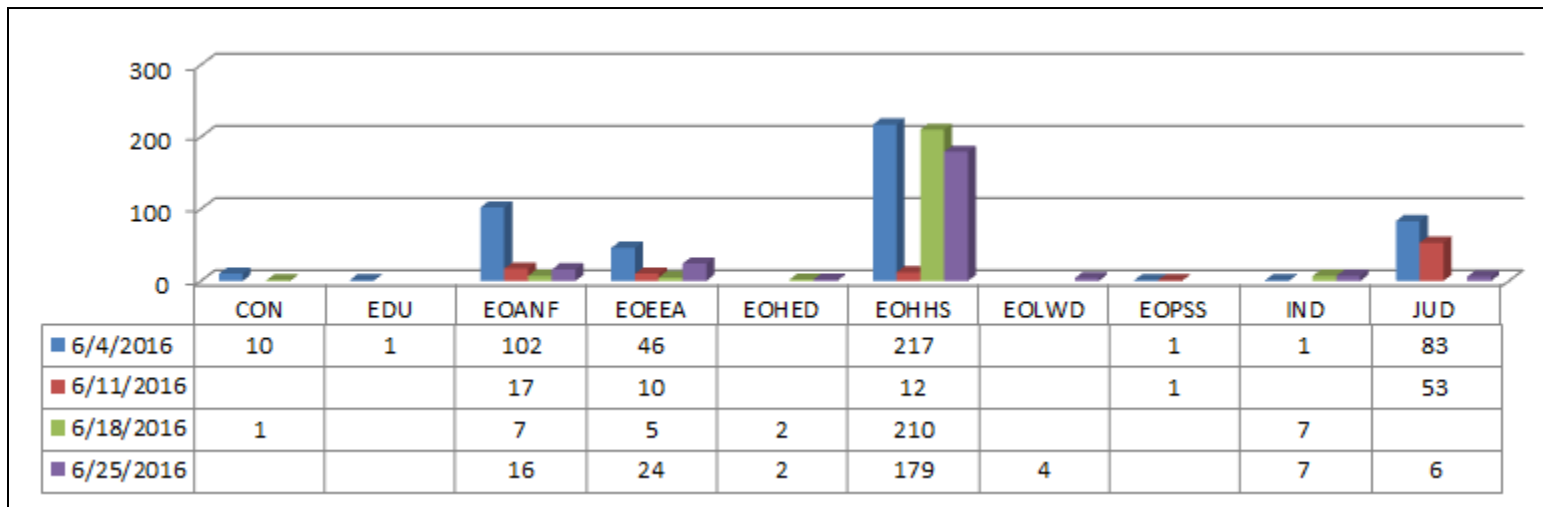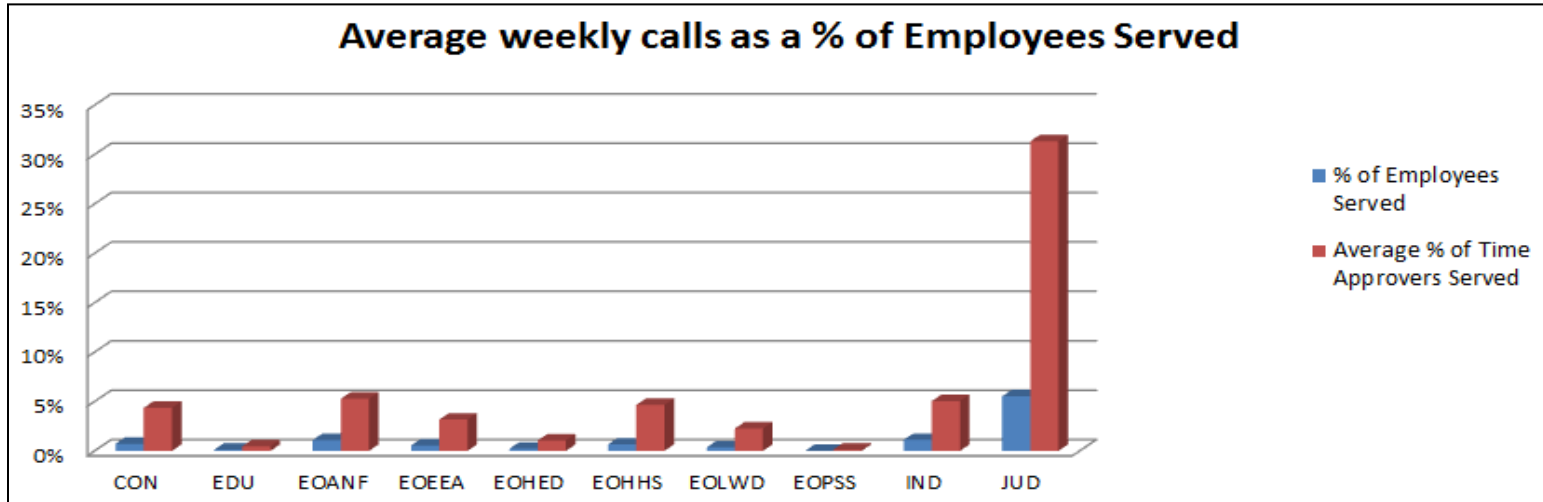
Source: ESC Exception Management System data 5/29/2016 – 6/25/2016.
Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

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Position Management
Total number of eForms processed by ESC: 213

Average eForm Turnaround Time (Days)

(Bar chart showing values by request type)
- Correct HR/CMS Record Request: ~0.90
- Establish New Position Request: ~0.64
- Position Modification Request: ~0.93
- Reallocation Request: ~0.60
- Unflag Contracted Position: ~0.74

eForms Processed by Type per Secretariat

Legend:
- Correct HR/CMS Record Request
- Establish New Position Request
- Position Modification Request
- Reallocation Request
- Unflag Contracted Position

Secretariats: EDU, EOANF, EOEEA, EOHED, EOHHS, EOPSS, IND, EOLWD

Unflag Contract Position Requests are dependent on ANF Platform Approval
Source: ESC data from 5/29/2016 – 6/25/2016.

Extended Illness Leave Bank Submissions Per Secretariat
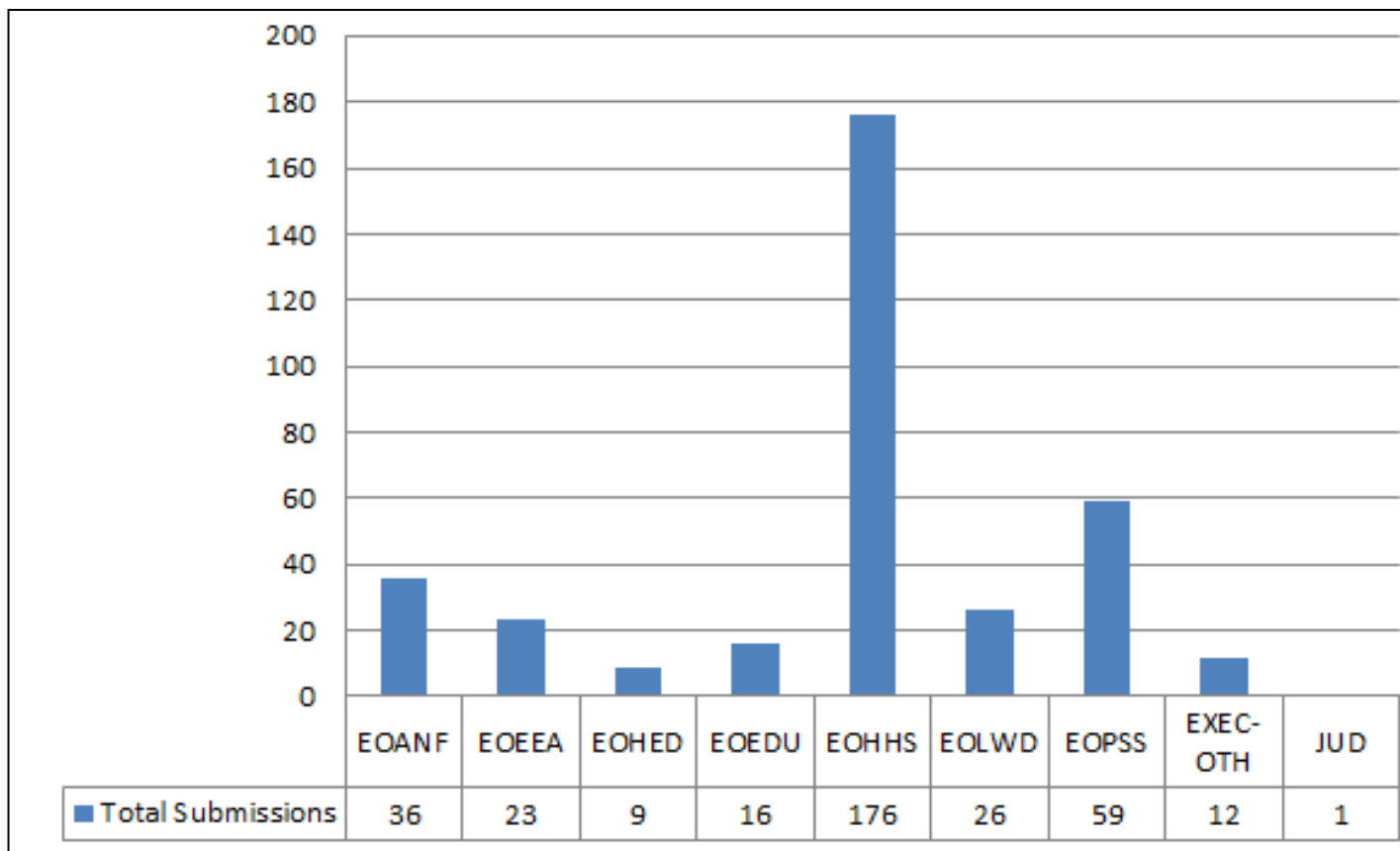
	EOANF	EOEEA	EOHED	EOEDU	EOHHS	EOLWD	EOPSS	EXEC-OTH	JUD
■ Total Submissions	36	23	9	16	176	26	59	12	1

Source: OnBase - Hyland Utility Client Reporting data from 5/29/2016 – 6/25/2016.

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Tuition Remission Submissions per Secretariat
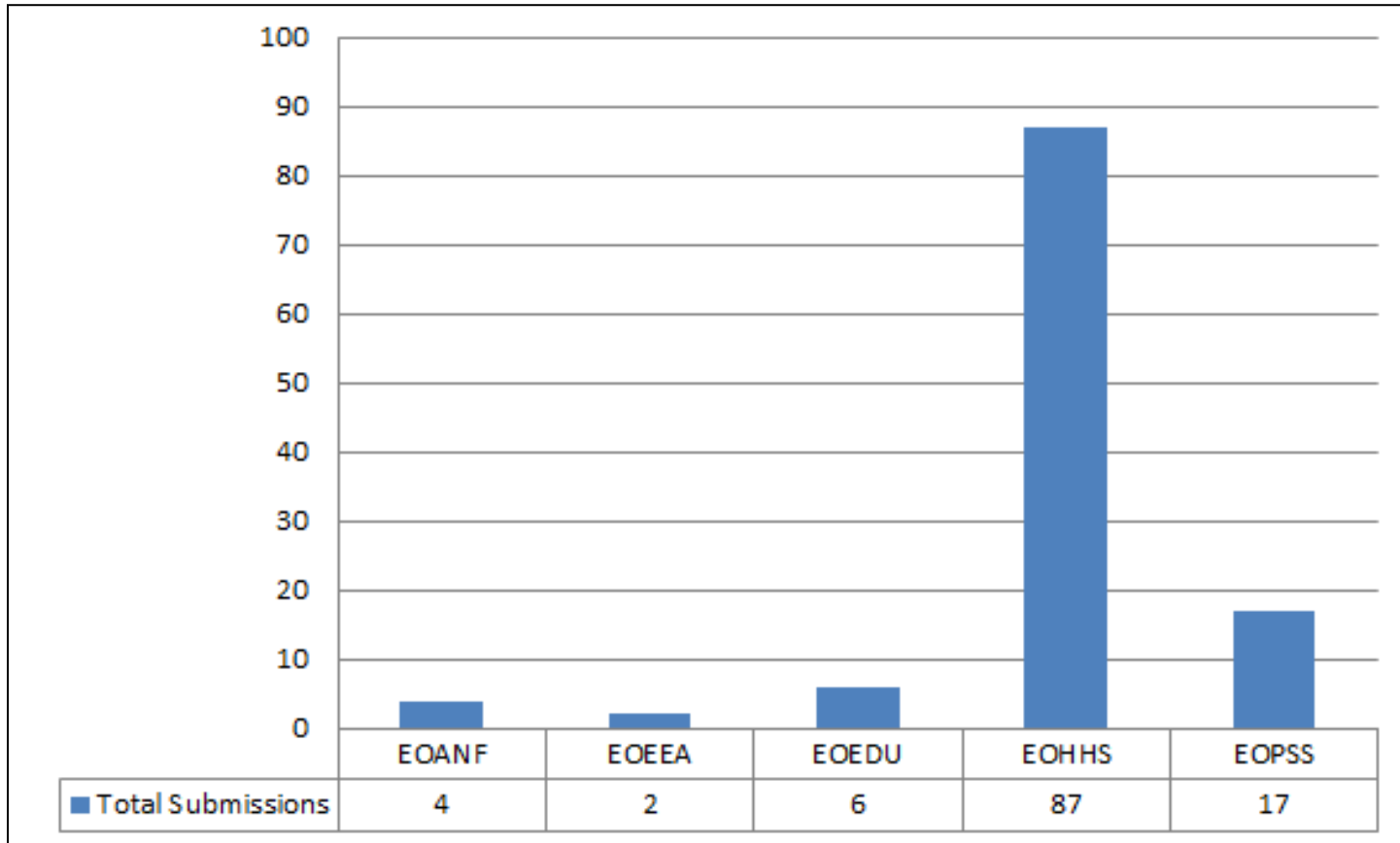
■ Total Submissions	EOANF	EOEEA	EOEDU	EOHHS	EOPSS
	4	2	6	87	17

Source: OnBase - Hyland Utility Client Reporting data from 5/29/2016 – 6/25/2016.

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MassCareers Top 5 Most Frequent Classifications by Secretariat

	EDU	EOANF	EOEEA	EOHED	EOHHS	EOLWD	EOPSS	EXEC-OTH	IND
Password Reset	2	25	29	11	232	19	14	1	1
Security & Data Setup	11	13	7	3	69	2	15	4	1
Requisition Inquiries	1	8	9	3	44	5	4	3	0
Recruiting Navigation and Training	2	7	3	0	36	2	5	0	0
Onboarding Navigation and Training	1	7	0	2	33	1	1	0	0
Grand Total	17	60	48	19	414	29	39	8	2

Source: ESC Footprints data from 5/29/2016 – 6/25/2016.

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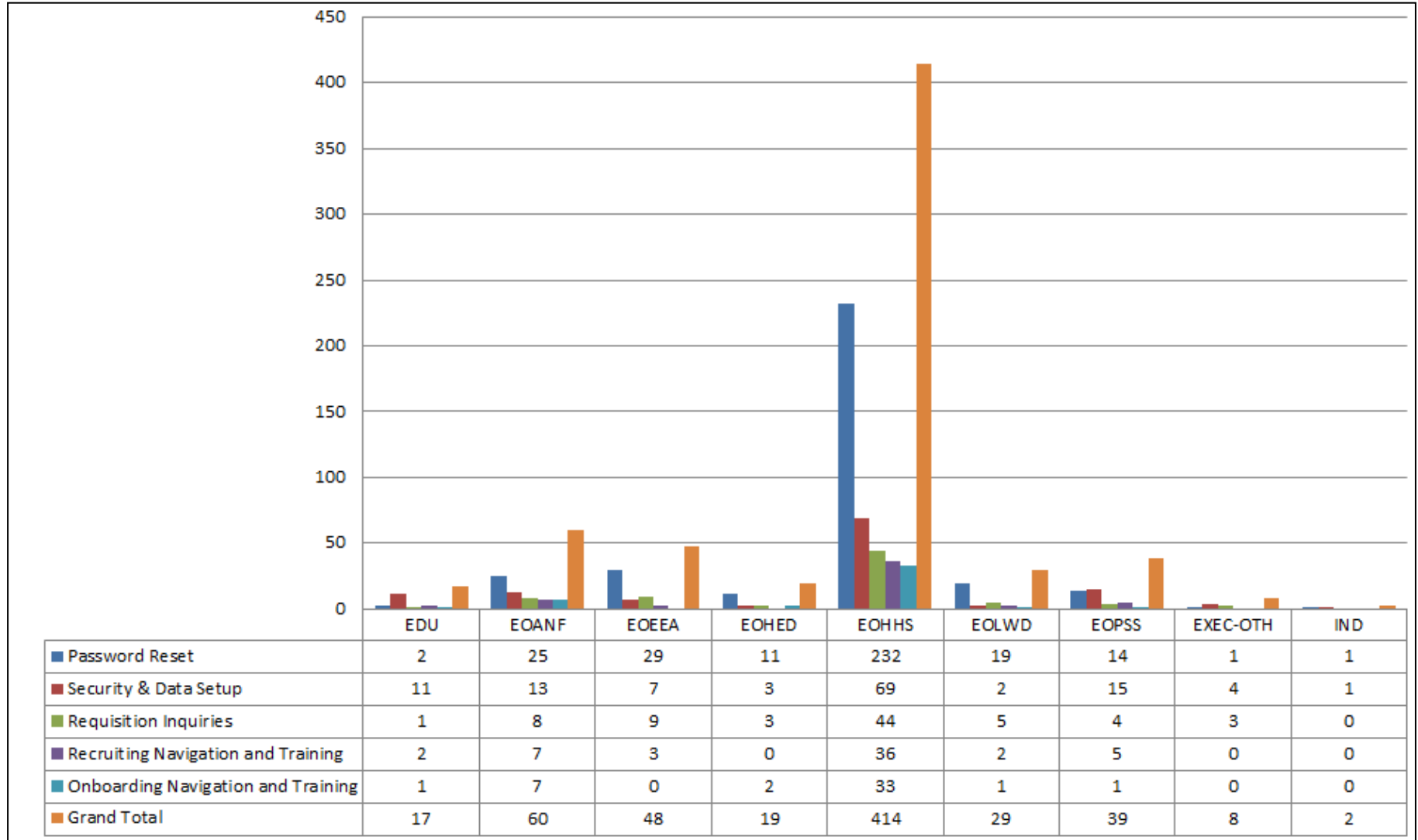
Review Schedule
Service Charter Scorecard

Service Month*		Report Available
Start Date	**End Date**	**Report Available**
3/6/2016	4/2/2016	4/20/2016
4/3/2016	4/30/2016	5/18/2016
5/1/2016	5/28/2016	6/15/2016
5/29/2016	6/25/2016	7/13/2016
6/26/2016	8/6/2015	8/24/2016
8/7/2016	9/3/2013	9/21/2016
9/4/2016	10/1/2016	10/19/2016
10/2/2016	10/29/2016	11/16/2016
10/30/2016	11/26/2016	12/14/2016
11/27/2016	12/24/2016	1/11/2017
12/25/2016	1/28/2017	2/8/2017
1/29/2017	3/4/2017	3/15/2017

*Note: "Service Month" reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.

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Appendix:
Agencies Served

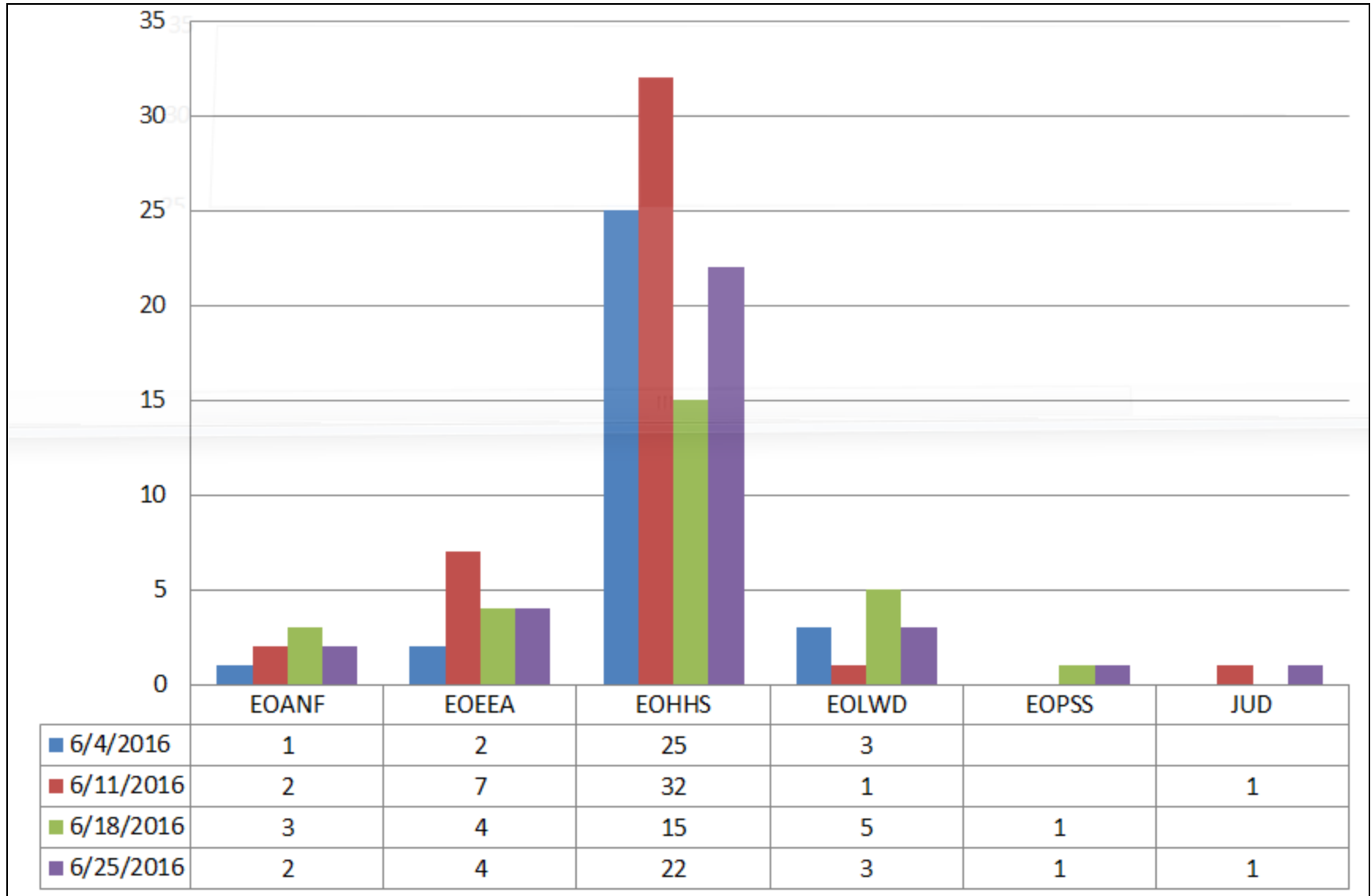| Agencies Served	Employees	Agencies Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	17	DOI-Division Of Insurance	144	MCB-Mass Commission For The Blind	156
AGR-Department Of Agricultural Resources	99	DOR-Department of Revenue	1578	MCD-Commission For The Deaf And Hard of Hearing	53
ALA-Administrative Law Appeals Division	33	DOS-Division Of Standards	16	MGC-Massachusetts Gaming Commission	89
ANF-Eo Administration & Finance	288	DPH-Department Of Public Health	3047	MIL-Massachusetts National Guard	9886
APC-Appeals Court	114	DPS-Department Of Public Safety	179	MMP-Massachusetts Marketing Partnership	16
ART-Mass Cultural Council	29	DPU-Department Of Public Utilities	153	MRC-Mass Rehabilitation Commission	987
ATB-Appellate Tax Board	20	DSS-Department Of Children And Families	3988	OCD-Dept Of Housing And Community	272
BLC-Board of Library Comissioners	21	DYS-Department Of Youth Services	870	OHA-Massachusetts Office On Disability	14
BSB-Bureau Of State Buildings	14	EDU-Executive Office Of Education	87	ORI-Office For Refugees And Immigrants	21
CAD-Commission Against Discrimination	87	EEC-Department Of Early Education	192	OSC-Office Of The Comptroller	122
CDA-Massachusetts Emergency Management Agency	94	EED-Executive Office Of Housing & Economic Development	58	OSD-Division Of Operational Services	106
CHE-Soldiers' Home In Massachusetts	337	EHS-Executive Office of Health and Human Services	1598	PAR-Parole Board	176
CHS-Department of Criminal Justice Information Systems	43	ELD-Department Of Elder Affairs	60	POL-State Police	2598
CJT-Criminal Justice Training Council	510	ENE-Department Of Energy Resources	62	REG-Division Of Professional Licensure	108
CME-Chief Medical Examiner	94	ENV-Executive Office Of Energy and Environmental Affairs	330	RGT-Department Of Higher Education	66
CPC-Committee for Public Counsel Services	742	EOL-Executive Office Of Workforce Development	1106	SCA-Office Of Consumer Affairs And Business Regulations	27
CSC-Civil Service Commission	11	EPS-Executive Office Of Public Safety and Security	201	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	695	SEA-Department Of Business And Technology	13
DAC-Disabled Persons Protection Commission	32	FWE-Department Of Fish And Game	330	SOR-Sex Offender Registry	48
DCP-Capital Asset Management And Maintenance	448	GIC-Group Insurance Commission	56	SRB-State Reclamation Board	157
DCR-Department Conservation And Recreation	2036	HCF-Health Care Finance & Policy	151	TAC-Department Of Telecommunications	22
DFS-Department Of Fire Services	643	HLY-Soldiers' Home In Holyoke	366	TRB-Teachers Retirement Board	96
DMH-Department of Mental Health	3604	HPC-Health Policy Commission	73	TRE-Office Of The State Treasurer	243
DMR-Health and Human Services	6591	HRD-Human Resources Division	130	VET-Department Of Veterans Service	69
DOB-Division Of Banks	167	ITD-Information Techology Division	343	VWA-Victim And Witness Assistance	21
DOC-Department of Corrections	4910	LIB-George Fingold Library	11	WEL-Department Of Transitional Assistance	1600
DOE-Department Of Elementary & Secondary Education	484	LOT-Lottery And Gaming Commission	397	Grand Total:	54660

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Appendix: Inquiries by Agency

- Note: No inquiries were received for this service month from:

CJT – Criminal Justice Training Council	CSC – Civil Service Commission
CSW – Commission on Status of Women	DAC – Disabled Persons Protection Commission
LIB – George Fingold Library	

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Tickets Forwarded to Agency HR/ Payroll

	EOANF	EOEEA	EOHHS	EOLWD	EOPSS	JUD
6/4/2016	1	2	25	3		
6/11/2016	2	7	32	1		1
6/18/2016	3	4	15	5	1	
6/25/2016	2	4	22	3	1	1

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CON Agencies

Number of Tickets by Agency

	LOT	MGC	TRE	VWA
06/04/2016	46		4	
06/11/2016	69	2	5	
06/18/2016	55	1	6	
06/25/2016	48	1	5	2

Inquiry Classifications

HR/CMS Password Resets	Performance Issues	Reg Time	Reported Time Approvals	Time Entry
48	3	3	3	176

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EDU Secretariat Agencies

Number of Tickets by Agency

	DOE	EDU	EEC	RGT
■ 06/04/2016	8	2	5	1
■ 06/11/2016	7	3	12	1
■ 06/18/2016	12	5	10	4
■ 06/25/2016	7	4	5	8

Inquiry Classifications

HR/CMS Password Resets	Performance Issues	Security & Data Setup	Time Entry
52	6	11	7

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EOANF Secretariat Agencies

Number of Tickets by Agency

	ADD	ALA	ANF	ATB	BSB	DCP	DOR	GIC	HPC	HRD	ITD	OHA	OSD	TRB
06/04/2016	1		3			32	34	1		6	7		2	
06/11/2016	3	4	3		2	56	16	7		6	12	1	7	3
06/18/2016	2	4	8	4		44	36	2	2	3	11		8	
06/25/2016	1		6			41	29		1	3	10		1	1

Inquiry Classifications

Classification	Count
HR/CMS Password Resets	177
MassCareers Password Reset	25
Performance Issues	13
Security & Data Setup	13
Time Entry	103
Training & Navigation	13
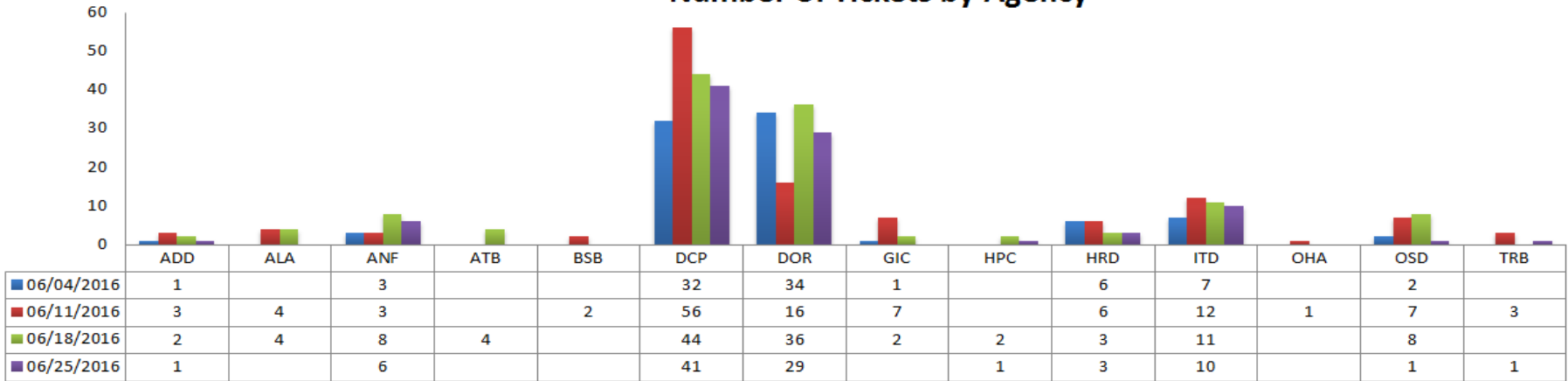
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EOEEA Secretariat Agencies

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Number of Tickets by Agency

	AGR	DCR	DPU	ENE	ENV	EQE	FWE	SRB
06/04/2016	1	115	6	1	14	12	22	2
06/11/2016	3	127	9	2	15	3	26	8
06/18/2016	3	89	9	3	8	9	20	2
06/25/2016	4	80	7	1	3	16	25	2

Inquiry Classifications

- Balance Inquiry: 12
- HR/CMS Password Resets: 220
- MassCareers Password Reset: 28
- Time Entry: 251
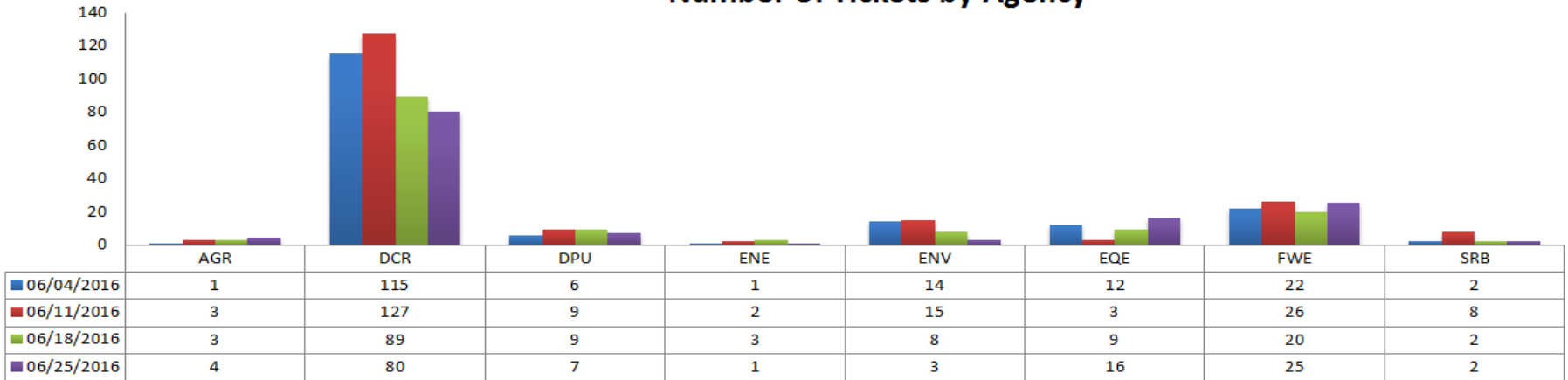
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EOHED Secretariat Agencies

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Number of Tickets by Agency

	DOI	DOS	EED	MMP	OCD	REG	SCA	SEA	TAC
06/04/2016	3	1	1	3	7	3	3	1	
06/11/2016	9	3	1		6	2	4		
06/18/2016	5	1	1		10	5	2		
06/25/2016	10	2			6	1	4		1

Inquiry Classifications

HR/CMS Password Resets	MassCareers Password Reset	Requisition Inquiries	Security & Data Setup	Time Entry
51	11	3	3	13

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EOHHS Secretariat Agencies

Number of Tickets by Agency

	CHE	DMH	DMR	DPH	DSS	DYS	EHS	ELD	HLY	MCB	MCD	MRC	ORI	VET	WEL
06/04/2016	11	203	98	96	102	29	48		15	14	2	24	1	2	66
06/11/2016	22	395	206	186	156	56	120	2	16	29	2	35	6	11	102
06/18/2016	15	319	146	121	136	37	78	2	14	24	2	39	2	3	92
06/25/2016	16	308	99	89	107	23	72	2	10	13	2	28	3	1	63

Inquiry Classifications

HR/CMS Password Resets	MassCareers Password Reset	Performance Issues	Time Entry
1434	233	183	933

EOLWD Secretariat

Number of Tickets by Agency

	EOL
06/04/2016	42
06/11/2016	34
06/18/2016	55
06/25/2016	38

Inquiry Classifications

Employee Information	HR/CMS Password Resets	MassCareers Password Reset	Reported Time Approvals	Time Entry
7	81	19	11	7

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EOPSS Secretariat Agencies

Number of Tickets by Agency

	CDA	CHS	CME	DFS	DOC	DPS	EPS	MIL	PAR	POL	SOR
06/04/2016	4		3	5	61	1	5	27	6	10	2
06/11/2016	3	1	2	13	88	2	2	19	3	9	6
06/18/2016	7	1	1	12	88	5	6	30	6	19	2
06/25/2016	4	1	1	8	63	3	10	24	12	15	1

Inquiry Classifications

Direct Deposit	Employee Information	HR/CMS Password Resets	Time Entry
38	52	300	86

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JUD Agencies

Number of Tickets by Agency

	APC	CPC
06/04/2016		20
06/11/2016	2	34
06/18/2016	1	26
06/25/2016	2	21

Inquiry Classifications

Direct Deposit	HR/CMS Password Resets	Time Entry	Training & Navigation
2	72	22	3

ART Tickets and Classification

Number of Tickets by Agency

	ART
06/18/2016	1

There were no requests the weeks of 6/4, 6/11 & 6/25

Inquiry Classifications

HR/CMS Password Resets: 1

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BLC Tickets and Classification

Number of Tickets by Agency

	BLC
06/18/2016	10

There were no requests the weeks of 6/4, 6/11, & 6/25

Inquiry Classifications

HR/CMS Password Resets	MassCareers Password Reset	Requisition Inquiries	Security & Data Setup	Retired/Terminated Inquires
1	1	3	4	1

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CAD Tickets and Classification

Number of Tickets by Agency

	CAD
06/04/2016	9
06/11/2016	3
06/18/2016	4
06/25/2016	3

Inquiry Classifications

HR/CMS Password Resets	Payable Time Approvals	Time Entry	Training & Navigation
7	1	10	1

HCF Tickets and Classification

Number of Tickets by Agency

	HCF
■ 06/04/2016	1
■ 06/18/2016	4
■ 06/25/2016	3

There were no requests the week of 6/11

Inquiry Classifications

Balance Inquiry — 1
HR/CMS Password Resets — 2
MassCareers Password Reset — 1
Performance Issues — 1
Reports To — 1
EILB Status inquiry — 2

OSC Tickets and Classification

MassHR
Delivering HR Services That Matter

Number of Tickets by Agency

	OSC
■ 06/04/2016	3
■ 06/11/2016	7
■ 06/25/2016	3

There were no requests the week of 6/18

Inquiry Classifications

Direct Deposit	HR/CMS Password Resets	Reg Time	Reported Time Approvals	Time Entry	Security Email Notifications
1	8	1	1	1	1

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SDA Tickets and Classification

Number of Tickets by Agency

	SDA
■ 06/04/2016	2
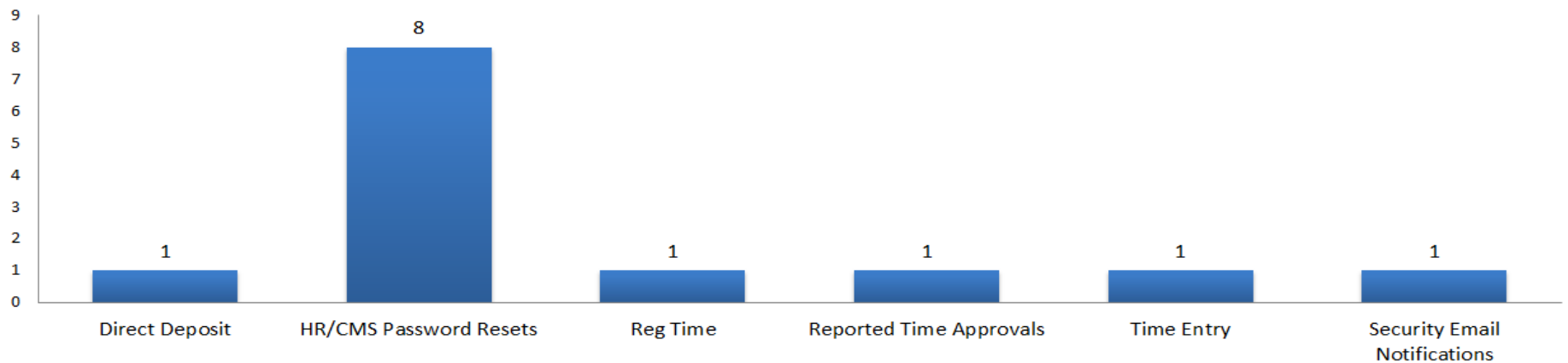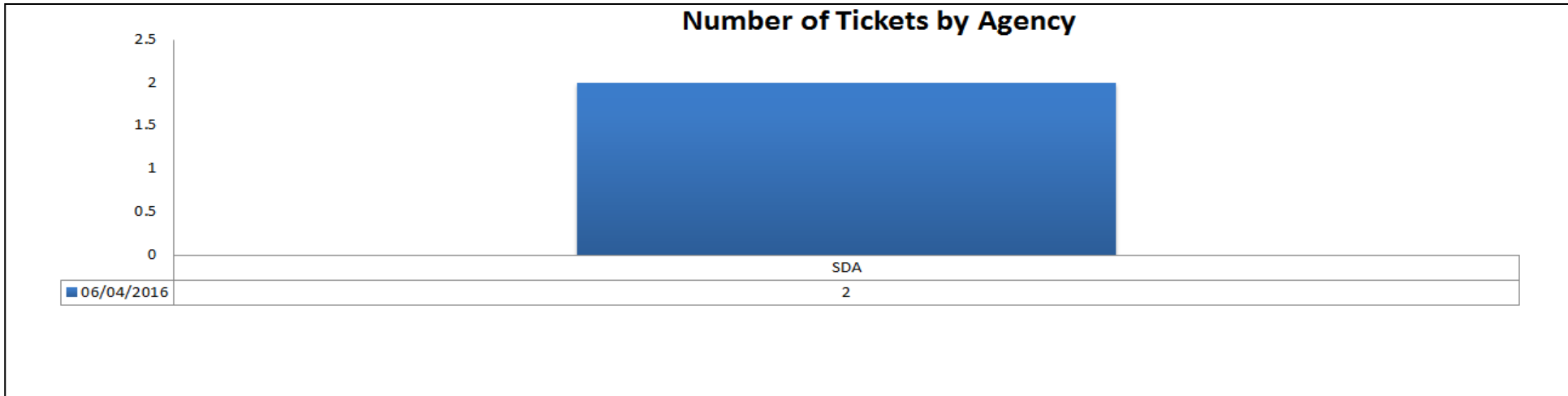
There were no requests the weeks of 6/11, 6/18, & 6/25

Inquiry Classifications

- HR/CMS Password Resets: 1
- Time Entry: 1

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